

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

PROVIDER FOLLOW-UP REPORT

Provider: VINFEN

Provider Address: 950 Cambridge Street , Cambridge

Name of Person Theresa Taylor
Completing Form:

Date(s) of Review: 23-FEB-15 to 24-FEB-15

Follow-up Scope and results :		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Employment and Day Supports	2 Year License	2/4
Residential and Individual Home Supports	2 Year License	3/5

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Summary of Ratings

Administrative Areas Needing Improvement on Standard not met - Identified by DDS

Indicator #	L48
Indicator	HRC
Area Need Improvement	Each of the three committees was lacking a legal representative for a majority of meetings held and the North Shore Committee frequently lacked a quorum as set forth by Vinfen's by-laws. The agency needs to ensure that its three committees remain fully constituted and that all members are present at meetings on a regular basis.
Process Utilized to correct and review indicator	Although regulations will not change, DDS's Human Rights requirements are under revision and will be put into effect shortly.
Status at follow-up	Once the changes officially take place, Vinfen will update our By Laws as needed and will ensure the HR Committees are comprised of members in accordance with the revised expectations. Vinfen continues to recruit members for all Committees. Waivers regarding composition will be submitted through the waiver approval process.
Rating	Not Met

Employment and Day Supports Areas Needing Improvement on Standard not met - Identified by DDS

Indicator #	L55
Indicator	Informed consent
Area Need Improvement	The agency's media release consent is not situation/media outlet specific. The agency needs to ensure that when it obtains informed consent, it is specific with regard to each situation and media outlet.
Process Utilized to correct and review indicator	Vinfen will train managers and adjust to the current standard. In addition, Vinfen, in collaboration with ADDP and other providers, is advocating to simplify the media consent process.

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Status at follow-up	Once the group has finalized a process, Vinfen will train all managers and follow going forward. Vinfen is in the process of training managers and adjusting to the current standard. Should changes go into effect, managers will be trained and the process implemented.
Rating	Not Met
Indicator #	L87
Indicator	Support strategies
Area Need Improvement	At some locations provider support strategies were not submitted fifteen days prior to the ISP meeting, as required. The agency needs to ensure that it submits all provider support strategies within the established DDS timelines.
Process Utilized to correct and review indicator	Managers were re-trained on DDS's timelines for submitting provider support strategies at the 2/4/2015 Managers Meeting. The Quality Department has created a monthly report with an analysis of the previous month's ISP HCSIS documentation submission in regards to timeliness. This report is sent to all senior management and Sr Program Directors will address any areas of need with applicable managers.
Status at follow-up	Managers understand timelines required by the funding source. Senior Program Directors will continue to complete supervision and re-train as needed each month for applicable managers.
Rating	Met
Indicator #	L88
Indicator	Strategies implemented
Area Need Improvement	The agency had not consistently implemented each person's ISP strategies. The agency needs to ensure that peoples identified and agreed upon support strategies are implemented and that people's progress is documented.

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Process Utilized to correct and review indicator	The Sr. Vice President and Director of Quality met with the Gateway Arts day program management team on 2/5/2015 to review expectations surrounding progress note documentation. Quarterly reviews of records will be completed.
Status at follow-up	The applicable day program managers have been re-trained. Quality will be maintained through reviewing records on a quarterly basis. Supervision and re-training will occur as needed.
Rating	Met

Residential and Individual Home Supports Areas Needing Improvement on Standard not met - Identified by DDS

Indicator #	L15
Indicator	Hot water
Area Need Improvement	At some locations water temperatures tested outside the parameters required by DDS. The agency needs to ensure that water temperatures at all locations throughout the agency remain within the established parameters at all times.
Process Utilized to correct and review indicator	Programs are completing more frequent water temperature measurements. Several readings will be taken throughout the month at varied times of day/evening. Managers will contact the Facilities Department when readings fall outside of the parameters. When deemed necessary, water heaters and water mixing valves will be replaced/added.
Status at follow-up	More frequent measurements are being taken. The process for addressing this indicator is occurring.
Rating	Met
Indicator #	L55
Indicator	Informed consent
Area Need Improvement	The agency's media release consent is not situation/media outlet specific. The agency needs to ensure that when it obtains informed consent, it is specific with regard to each situation and media outlet.

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Process Utilized to correct and review indicator	Vinfen will train managers and adjust to the current standard. In addition, Vinfen, in collaboration with ADDP and other providers, is advocating to simplify the media consent process.
Status at follow-up	Once the group has finalized a process, Vinfen will train all managers and follow going forward. Vinfen is in the process of training managers and adjusting to the current standard. Should changes go into effect, managers will be trained and the process implemented.
Rating	Not Met
Indicator #	L56
Indicator	Restrictive practices
Area Need Improvement	At some locations where restrictive practices were in place, there was no written rationale regarding the criteria for reduction and/or elimination of the restriction. The agency needs to ensure that all documented restrictive practices contain criteria for the reduction and/or elimination of the practice.
Process Utilized to correct and review indicator	The Director of Clinical Services trained Assistant Clinical Directors in January 2015 regarding documenting criteria for reduction and/or elimination of the restriction in all Behavior Management Treatment Plans. The Behavior Management Treatment Plan form, Approval of Restrictive Practices form, and the Notification of Implementation of Restrictive Practices form were revised to include this documentation.
Status at follow-up	As plans roll over, the revised forms and subsequent documentation, is being completed.
Rating	Met
Indicator #	L87
Indicator	Support strategies

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Area Need Improvement	At some locations provider support strategies were not submitted fifteen days prior to the ISP meeting, as required. The agency needs to ensure that it submits all provider support strategies within the established DDS timelines.
Process Utilized to correct and review indicator	Managers were re-trained on DDS's timelines for submitting provider support strategies at the 2/4/2015 Managers Meeting. The Quality Department has created a monthly report with an analysis of the previous month's ISP HCSIS documentation submission in regards to timeliness. This report is sent to all senior management and Sr Program Directors will address any areas of need with applicable managers.
Status at follow-up	Managers understand timelines required by the funding source. Senior Program Directors will continue to complete supervision and re-train as needed each month for applicable managers.
Rating	Met